



Office of Human Capital Management

# **HR Advisory Services Process Guide (3.2.1.8)**

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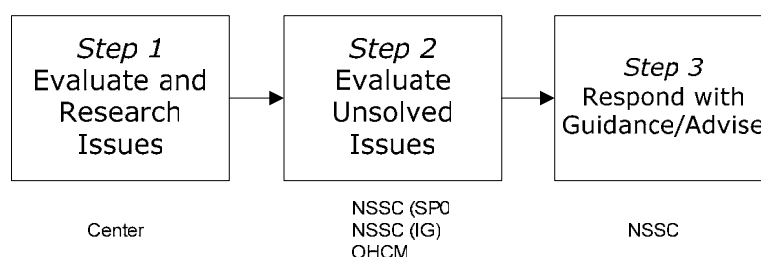
# HR Advisory Services

## Introduction

The NASA Shared Services Center (NSSC) provides advisory services and support on transactional or operational HR matters related to HR activities that have migrated to NSSC. Based on the subject area of inquiry (input), NSSC provides advice and guidance to Center personnel in the human resources offices on transactional and operational aspects of HR programs in such areas as benefits, pay, awards and recognition, drug testing program, SES appointment packages and rank award justifications, position classification appeals, recruitment, HR applications and websites, maintenance of Official Personnel Folders, and personnel action processing. In cases where the staff at NSSC is unable to answer questions from Center HR specialists or the answer requires interpretation of policy, NSSC elevates the question to the Agency Office of Human Capital Management (OHCM). OHCM continues to issue policy, make policy determinations, and notify Centers of proposed and new regulations, policies, and guidance. In addition, OHCM continues to provide advisory services on activities not migrating to NSSC, and to management officials (i.e., Office of the Administrator), Center Directors, and Institutional Program Officers, as requested.

## Process

### Overview of HR Advisory Services Process



Roles and Responsibilities	Action	Tips
Step 1 <b>Center</b> Evaluate and Research Issue	The Center identifies an issue or question relating to transactional or operational aspects of HR programs. The Center is responsible for researching the issue and attempting to determine an appropriate response. If the Center needs further advice or guidance, the Center elevates questions related to activities that have migrated to	Centers will elevate their issues/questions to NSSC through the Customer Contact Center (CCC). Questions to OHCM will be presented by phone or e-mail to the

Roles and Responsibilities	Action	Tips
	<p>NSSC to NSSC (SP). The Center should address questions/clarifications related to activities that have not migrated, such as staffing or employee relations, directly to OHCM.</p> <p><b>Output:</b> Clear and complete description of issue or question; appropriate research</p>	<p>appropriate POC at OHCM. Elevate questions where the response is unclear only after thoroughly researching the subject.</p>
<p>Step 2 <b>NSSC (SP) and NSSC (IG)</b> Develop Response/ Guidance</p>	<p>Requests to NSSC for advisory service/guidance come through CCC and are directed to an NSSC (SP) or NSSC (IG) HR expert, as appropriate for response. Routine or less complex questions are generally addressed by NSSC (SP). More complex or unique questions may be addressed by an NSSC (SP) and NSSC (IG) HR expert, working together; or elevated to NSSC (IG) for resolution. NSSC determines where to route such questions based on complexity and specific subject matter questions. Questions that NSSC (IG) is unable to answer, or questions requiring policy interpretation will be elevated to OHCM. NSSC retains an archive of incoming questions and responses.</p> <p><b>Output:</b> Formulated response to inquiry or submission of issue to OHCM</p>	<p>The CCC will enable expeditious routing of calls based on subject area and complexity.</p>
<p>Step 2 <b>OHCM</b> Develop Response/ Guidance</p>	<p>OHCM provides advisory support/guidance to Centers on issues related to HR activities/functions that do not migrate to NSSC. Additionally, where NSSC is unable to respond to an inquiry, and elevates that inquiry, OHCM formulates a response for NSSC and provides it to NSSC.</p> <p><b>Output:</b> Formulated response to inquiry</p>	<p>Centers should elevate questions related to HR activities that are NOT migrating to NSSC, directly to OHCM.</p>
<p>Step 3 <b>NSSC and OHCM</b> Respond with Guidance/ Advice</p>	<p>NSSC responds to the Center on all issues related to activities that have migrated to NSSC. If NSSC elevates an issue to OHCM, OHCM provides the response to NSSC, and NSSC sends that response to the Center requestor. OHCM responds directly to the Centers on all issues/activities related to activities that do not migrate to NSSC.</p> <p><b>Output:</b> Guidance/advice</p>	<p>Few issues submitted to NSSC should need to be elevated to OHCM for response.</p>

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## Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC	Response on routine to less complex issues	Center	Within 1 business day
NSSC	Response on complex issues	Center	Within 2 business days
NSSC	Question/issue on more complex or policy interpretations	OHCM	Within 2 business days
NSSC	Response from OHCM	Center	Within 1 business day

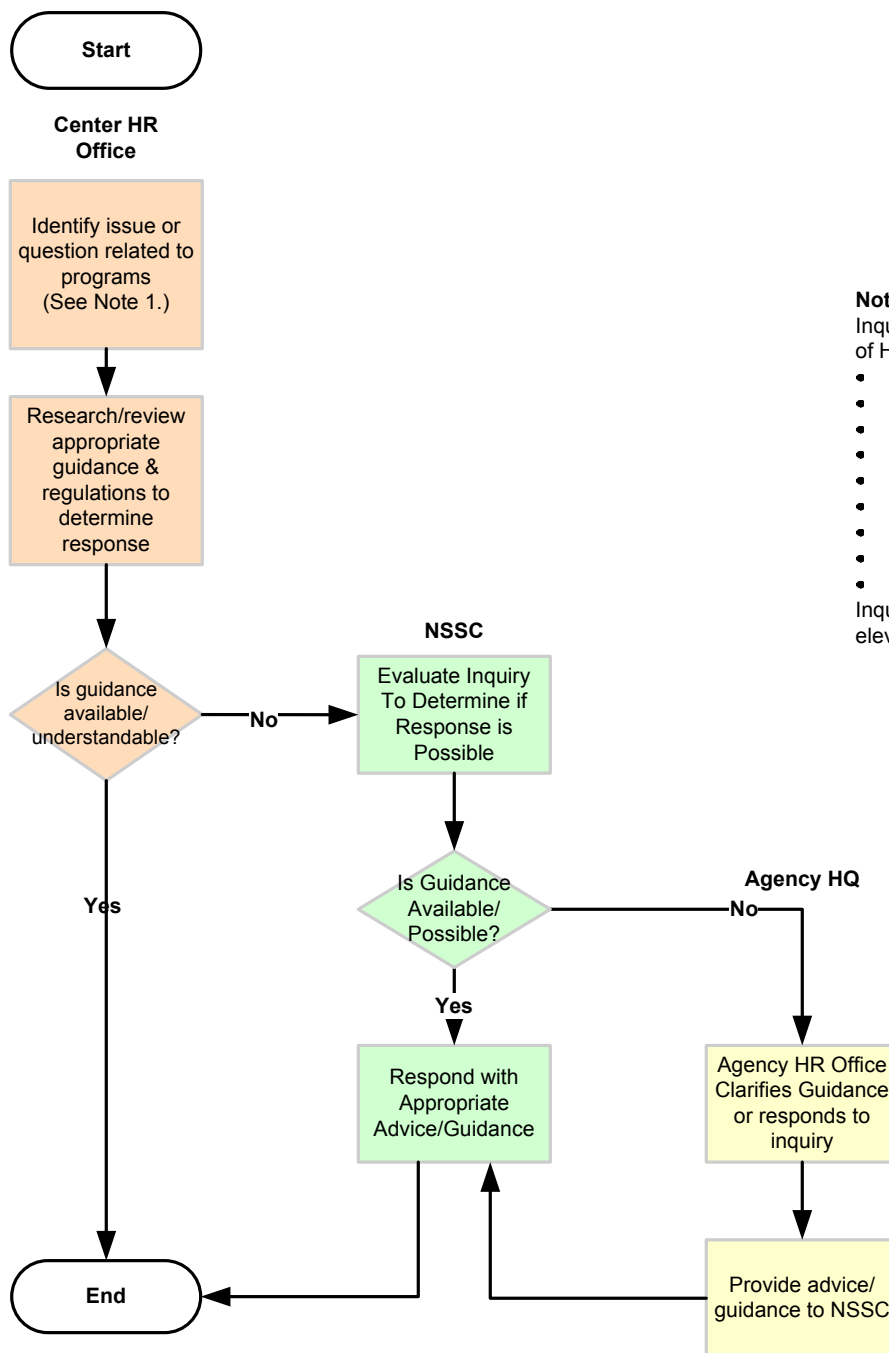
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## Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

## Appendix X

### HR Advisory Services Process



**Note 1:**

Inquiries related to transactional or operational aspects of HR programs, such as:

- Benefits
- Pay
- Awards
- SES
- Classification appeals
- PCS/relocation appeals
- Recruitment
- Personnel action processing
- Financial disclosure

Inquiries related to all other HR programs will be elevated to the OHCM for response.